

Capital Area Metropolitan Planning Organization

Coordinated Public Transit Human Services Transportation Plan



For the Jefferson City, Missouri Metropolitan Region

Adopted October 17, 2012

The preparation of this report was financed in part by the U.S. Department of Transportation, Federal Highway Administration, and Federal Transit Administration in cooperation with the Missouri Department of Transportation. The opinions, findings, and conclusions expressed in this report are not necessarily those of the Federal Highway Administration, Federal Transit Administration, or the Missouri Highway and Transportation Department.

CAMPO Administration is provided by the City of Jefferson
Department of Community Development/Planning Division
Room 120 John G. Christy Municipal Building 320 East McCarty
Jefferson City, Missouri Telephone 573-634-6410
<http://www.jeffcitymo.org/cd/campo/campo.html>

Plan Produced by: Alan Morrison, Sonny Sanders, and Taylor Richter

For questions or comments, contact Janice McMillan, Alan Morrison, or Sonny Sanders at the Planning Division

RESOLUTION RS2012-03

A RESOLUTION OF THE CAPITAL AREA METROPOLITAN PLANNING ORGANIZATION ADOPTING THE COORDINATED PUBLIC TRANSIT-HUMAN SERVICE TRANSPORTATION PLAN

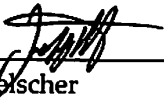
WHEREAS, the Capital Area Metropolitan Planning Organization is the designated MPO for the Jefferson City, Missouri metropolitan planning area and is responsible for the "3C" transportation planning process; and

WHEREAS, the development of a locally developed Coordinated Public Transit-Human Service Transportation Plan is required for compliance with current federal legislation; and

WHEREAS, the plan has been developed in accordance with federal standards and through extensive outreach involving local public and private transportation providers, human service agencies, other interested parties, and the general public;

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of the Capital Area Metropolitan Planning Organization that the Coordinated Public Transit-Human Services Transportation Plan for the Jefferson City, Missouri metropolitan planning area is hereby approved and adopted.

Adopted this 17th day of October, 2012.



Jeff Holscher
Chairman, Board of Directors

Attest:



Anne Stratman
Administrative Assistant

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Introduction

What is a Coordinated Public Transit Human Services Transportation Plan?

The Coordinated Public Transit Human Services Transportation Plan is a locally developed transportation plan that has as its goal the enhancement of existing transportation services through agency coordination and addressing the unmet transportation needs of the elderly, disabled, and low-income populations. In accordance with The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), the Coordinated Plan needs to be in place before agencies can apply for Federal Transit Administration (FTA) Sections 5310, 5316, or 5317 funding.¹

Projects selected for funding under the *5310 Program for Elderly Individuals and Individuals with Disabilities*, the *Job Access and Reverse Commute*, and the *New Freedom* programs must be “derived from a locally developed Coordinated Public Transit human Services Transportation Plan” and that the plan be “developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public.”²

A coordinated public transit human services transportation plan contains four components. First, the plan identifies the current transportation providers. The second component of a coordinated plan identifies the transportation needs of individuals with disabilities, older adults, and people with low-incomes as well as the gaps and duplications in transportation services. Developing strategies for meeting the local needs and addressing the gaps in service is the third part of the coordinated plan followed by a prioritization of transportation services for funding and implementation.

This Coordinated Public Transit Human Services Transportation Plan was developed through a combination of meetings, surveys, written recommendations, and discussions with human services agencies that have an interest in transportation, the clients and users of the transportation services, and with transportation agencies such as the CAMPO, the State, and Federal transportation agencies.

Goals

It is the goal of the Capital Area Metropolitan Planning Organization to enhance transportation services through the coordination of existing and future services. In order to achieve this goal, this plan provides for the following:

1. An assessment of available services that identifies current providers (public, private and nonprofit); Inventory and evaluate existing transportation services
2. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes and identification of unmet needs
3. Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery, and
4. Relative priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities identified.

Identification of Existing Transportation Services - An Assessment of Available Transportation Services

The initial step in coordinating transportation services is identifying agencies that use or provide transportation services. From June 18 through July 3 agencies were contacted by phone or mail. Contact lists

¹ These Programs are for elderly and disabled populations (FTA Section 5310), low-income individuals for transportation to and from work (FTA Section 5316) and transportation programs that go above and beyond the standards of the Americans with Disabilities Act (FTA Section 5317 programs).

² This is carried through to the new transportation act Moving Ahead for Progress in the 21st Century Act (MAP-21)

started from a list of tax-exempt organizations, a list of social service agencies, internet searches, and phone book searches added to the original contact lists totaling over 170 agencies. Of these agencies, 113 contacts were identified to participate in the initial survey. Sixty-seven surveys were sent via postal and 27 agencies were contacted by phone to update their information. Forty-two agencies responded providing almost a 45% return rate.

Twenty private not-for-profit agencies, ten state and federal agencies, two public agencies, nine private for-profit agencies, and a municipal corporation responded to the survey. Over half of the agencies specifically serve the elderly, disabled or low-income populations. Other demographic descriptors, such as youth, penal, and general public, can also include the three target demographics.

Of the 42 agencies, 20 have their own vehicles, fourteen of which have specially equipped vehicles. Six agencies provide reimbursements, vouchers or gas cards to their clients and seven agencies buy third party transportation services. Coordinating volunteers is a part of three agencies' transportation operations, providing contract transportation services for other agencies is a part of two agencies' transport processes, and seven agencies provide transportation services in other ways.

Agencies Providing Public Transportation Services

There are three agencies that provide public transportation services within the CAMPO region. These agencies contract and coordinate with many human services organizations to best meet the transportation needs in their respective areas. All agree that funding constraints impede further expansion of services. However, most organizations and agencies polled are open to coordinated efforts between agencies.

JEFFTRAN

JEFFTRAN, a City of Jefferson agency and public transit provider, serves the general public inside the city limits. The system consists of a fixed route transit system and for people with disabilities and a curb to curb service called Handiwheels. All JEFFTRAN services run Monday through Friday from 6:45am to 5:45pm. JEFFTRAN is a city department, and therefore accountable to the City Council. Operating funds for JEFFTRAN come from FTA Section 5307, and State of Missouri Transit Assistance funds.

There are seven fixed routes and two shuttle routes. These routes provide transportation for roughly 480,000 passengers per year. According to a ridership survey done in 2006³, 51% of riders use JEFFTRAN for getting to and from work. Rides for fixed route cost \$1.00 and students can buy a 20 ride bus pass for \$18. Children 6 and under ride for free and there is no charge for transfers. People over 60, are eligible for a half fare pass and Medicare cards are honored.

Handiwheels operates six vehicles and has two spares providing as many as 300 riders each day with curb to curb service. Individuals with disabilities that cannot travel fixed routes are eligible for Handiwheels. Applications are available at City Hall or by mail request. The cost to ride is \$2 per ride and Medicare passes are honored. Drivers provide assistance to clients getting into and out of the vehicle as well as securing the wheelchair. Ridership fees and contracts with Missouri Department of Social Services and Cole County Residential Services provide some funds for Handiwheels operation. Fares and ridership fees make up make up 30% of the operations budget. Capital funds come from FTA Section 5309.

JEFFTRAN transports clients on behalf of many different human service agencies. Among these agencies are Cole County Residential Services, (CCRS), Department of Mental Health, (DMH), Department of Social Services, (DSS), Easter Seals, Job Point, New Horizons, and Vocational Rehabilitation, (VR). Other agencies like Central Missouri Community Action, (CMCA) and Jefferson City Nursing & Rehabilitation Center serve clients who regularly use JEFFTRAN.

³ Jefferson City Transit Development Plan. Transystems Corp. Final Report March, 2006

A review of the Transit Development Plan completed in March of 2006 showed that passengers rate the service very high in all performance areas.

OATS

OATS is a private not-for profit transportation provider for the general public that serves 87 counties in the state of Missouri including the non-urbanized areas of Callaway and Cole Counties. OATS provides transportation, without restrictions to age, disability, or income for essential shopping, nutrition, personal business, recreation, employment, and medical purposes. Using four vehicles in Cole County, OATS provided 3,841 trips in FY 2012 and with four vehicles in Callaway County, OATS provided 3,714 trips. To view OATS bus schedules go to www.oatstransit.org.

OATS is funded through FTA grants, (JARC,) Medicaid, Missouri Elderly and Handicapped Transportation Assistance Program, (MEHTAP), County government, city governments, Department of Mental Health, service contracts and rider contributions. Suggested rider donations are \$4 round trip in city limits, \$6 round trip in the county, and \$8 round trip to adjacent counties.

SERVE/CALTRANS

SERVE - Caltran Systems is a private not-for-profit agency that provides transportation in Callaway County to qualified elderly, disabled, low-income, and youth Monday through Friday. The fleet of ten vehicles includes nine minibuses with electronic wheelchair lifts and one seventeen passenger van that are all equipped with mobile radios. Serve provides door to door transportation to dialysis, medical appointments, physical therapy, errands, beauty shops, work, and shopping. SERVE also refers clients to OATS and has a Non-Emergency Medical Transportation contract to work with taxi cab companies for out of county trips. On average, SERVE provides 3,000 one-way trips a month and 18,000 miles logged for these transit services reflects their commitment to safety, efficiency and personal service to all riders.

Serve has an annual operating budget of over \$400,000 and its funding sources come from State, Federal and local agencies. Many of the trips Serve provides are paid for by contracts, grants, and private pay fees, donations, etc. Their office staff will work with individuals to ascertain eligibility and or make the proper referrals to the funding sources they already have in place (Missouri Department of Health & Senior Services - Division of Aging, NEMT/Medicaid, Callaway County Special Services/Medicaid waiver, Central Missouri Regional Center-Missouri Department of Mental Health, Probation and Parole). Serve also receives operating assistance funding through FTA Section 5311 that is administered by MODOT. Their basic service area includes: Fulton, a 30 mile radius into adjacent Audrain, Boone, and Cole counties, and can travel farther for necessary medical appointments through NEMT⁴. Individuals who are not eligible for or not enrolled in any of these funding programs are eligible for transportation services pending the assessment by office staff of being able to pay the nominal fee. The fare for ambulatory persons residing in Fulton and traveling within the city limits is \$2.50 round trip. For ambulatory persons residing in town and traveling to Columbia, Jefferson City, or Mexico the fee is \$20 round trip and must be scheduled ahead of time.

Human Service Agencies Survey Results

According to survey responses, the following agencies provide transportation related services through four different categories. Due to program and funding restrictions, these agencies provide services only for their specific client base.

Participating state human service agencies and divisions providing transportation related services for their clients:

⁴ Non-Emergency Medical Transportation - Most people who have MO HealthNet or MO HealthNet managed care can get a ride to their health care appointments from the NEMT program.

Participating private not-for-profit agencies providing transportation related services for their clients:					
Participating Agency	Reimburse/ Gas Cards	Coordinate Volunteers	Purchase Third Party Services	Owns Vehicles	Client Base
American Cancer Society	✓				Cancer patients
Capital City Area Council for Special Services: Special Learning Center				✓	Youth
Capital Projects – Sheltered Workshop		✓ on occasion			Disabled
Central Missouri Area Agency on Aging – Cole & Callaway Counties	✓	✓	✓		Elderly, low-income
Central Missouri Community Action Agency- Callaway County Family Resources	✓				low-income, unemployed
Cole County Residential Services				✓	Disabled
Department of Mental Health: Alcohol & Drug Abuse		✓			
Firley YMCA			✓	✓	Elderly, Disabled
Fulton Presbyterian Manor			✓	✓	Elderly, Disabled, Veterans
United Cerebral Palsy Heartland				✓	Elderly, disabled
New Horizons				✓	Elderly, disabled
Preferred Family Healthcare Counseling Center				✓	Counseling clients
Rape & Abuse Crisis Service			✓		Elderly, Disabled, Low- income, pursuing counseling
Salvation Army Center of Hope				✓	Elderly, disabled, low-income
State Participating Agency	Reimburse/ Gas Cards	Coordinate Volunteers/ Referrals	Purchase Third Party Services	Owns Vehicle	Client Base
Algoa Correctional Center				✓	Penal or parolees
Department of Social Services: Children's Division		✓			Elderly, disabled, low-income, youth, parolee
Department of Mental Health: Division of Alcohol & Drug Abuse		✓			Program specific (developmentally disabled)
MoHealth Net			✓		Elderly, disabled, low-income, youth
Rehabilitation Services To the Blind	✓		✓		Disabled
Vocational Rehabilitation	✓				Disabled

Participating private for-profit agencies providing transportation services:						
Participating Agency	Reimburse/ Gas Cards	Coordinate Volunteers	Provide Contract Transportation	Purchase Third Party Services	Owns Vehicles	Client Base
Bridgeway Residential Care Facility				✓	✓	Elderly, Disabled
Carrco LLC (EMT)			✓		✓	All
Checker Cab					✓	All
First Student Transportation			✓			Disabled, Low-Income, Youth, General Public
Jefferson City Nursing & Rehabilitation					✓	Elderly, disabled
Maplewood Residential Center	✓				✓	Elderly, Disabled
ResCare HomeCare					✓	Elderly, Disabled, Low-income, veterans, youth, general public
Riverview Nursing Center					✓	Elderly, Disabled, Low-income, Veterans
Villa Marie					✓	Elderly, Disabled

Participating agencies providing administrative functions relating to transportation for their respective human services agencies:		
Participating Agency	Function	Client Base
Missouri Dept. of Health & Senior Services	Oversee service mandates	Elderly, disabled
Missouri Planning Council for DD	Funding	Disabled

Participating Agencies Interested in Coordinated Transportation on Behalf of Their Clients:	
Participating Agency	Client Base
Central Missouri Community Action- Jefferson City Community Service	Elderly, disabled, low-income, youth
Jefferson City Manor Care Center	Elderly
Liberty Senior Citizens Home Inc.	Elderly, Disabled, Low-income
Missouri Department of Corrections: Probation and Parole	General public
Missouri Veterans Commission	Veterans
Missouri Department of: Social Services Children's Division	Low-Income, Youth, General Public

Identified Unmet Transportation Needs, Gaps, and Overlaps

The surveys provided initial insight into the transportation needs from an agency perspective. One agency coordination meeting was held on July 26, 2012 to further develop those identified needs. Seven people attended the meeting representing 7 agencies. The purpose of the meeting was for agencies to meet each other and become familiar with what a coordinated plan is, elaborate their needs, and develop strategies to exceed those needs. During the discussions, agency representatives were encouraged to share who their agency serves, how their agency provides transportation services, and describe the transportation needs of their clients.

Assessment of Transportation Needs/Gaps in Service

The following unmet transportation needs and gaps in service have been identified and as a result of the survey and subsequent meeting:

1. Additional funds for capital investment and transportation service operation
2. Coordinated programs of transportation providers, employers, and human service agencies
3. Transportation service options in the evening and on the weekend for work, personal, recreational, and program related transportation
4. Public transportation coverage outside City of Jefferson limits.

Overlaps in Services

Surveys and questions indicate overlaps in the following areas:

1. Agencies may be operating multiple vehicles for similar purposes and overlapping areas

Comments and Concerns of Agencies

Agency representatives that came to the table expressed the transportation needs and gaps in service on behalf of their agency and clients. The needs and gaps in services have been discussed by the representatives as being high priorities they wish to see improvements in. The following are the areas agencies discussed as being major needs that produce gaps in their services.

Coordination

Agency representatives have expressed a need for more coordination and communication between transportation providers, human service agencies, and employers. Though JEFFTRAN has bus routes through major sections of Jefferson City there remains a gap in the scope of coordination in transportation, employer, and human service programs. Businesses and industries areas have work shifts throughout the twenty-four hour period but there are limited transportation options for those who work second and third shifts. Some agencies have program meetings that start after 5:00 pm and they have identified a need for more transportation options for their clients. Agency representatives expressed the desire to see more coordination because of the gaps in current programs.

Demand

The highest demand for transportation is between the hours of 8am and 5pm. Yet, agencies express the need for extended hours of transportation services including on the weekend. Agency participants have communicated that their clients have a hard time getting to and from work using the public transportation system. Usually they can get to work but have to find an alternative way of getting home. Others say that their clients have personal and program activities after 5pm. Activities such as religious services, group meetings, and visiting family tend to happen after business hours across all demographics. Past survey results show that most agencies have a peak in their vehicle usage between 8am and 4pm leaving vehicles not in use after 4pm. There is a lack of public and private transportation options after 5pm, identifying a gap

in hours of service.

Funding

Agencies generally agree that additional funding is needed for expanding service operations. For example, some agencies have outdated wheelchair lifts on their vans and would like to replace them. Agencies that serve people with disabilities may have difficulty with insurance coverage due to high premiums. Insurance companies and funding resources restrict usage when the contract is tied to a program instead of a need. This creates a system in which multiple agencies are providing transportation for the same purposes and to the same locations but only for their specific client base. This type of duplication may be more efficient for insurers and agencies dealing with scheduling, but it is an inefficient use of fuel, equipment, labor and it increases expenses. The restrictions are barriers to coordination in many cases and agency representatives have identified a need for more funding resources. The need for funding is felt by all the agencies needing to expand their capital and operational resources.

Coverage

Several agencies expressed a need for regularly scheduled services to be available for rural residents to get into Jefferson City for work, shopping, and more distant cities like Columbia, Kansas City, and St. Louis for medical appointments. SERVE serves elderly, disabled, and low-income populations in the non-urban Metropolitan Planning Organization areas but there is still a gap in the services available for the general public outside city limits. Cab companies are said to be too expensive for regular use and OATS, according to the agency representative, is often mistaken for a service that just provides rides for older adults.

Agency representatives agree that expansion of geographic coverage or regular scheduled trips from rural areas to larger cities for medical treatments, personal trips, and job access would require more money and/or dramatic coordination efforts.

Unique situations

Agency representatives have communicated many special case transportation needs for their clients. Human service agencies serve a wide range of demographics which create many unique demands. With the Algoa Correctional Center in Jefferson City, for example, there is a high demand for secure, affordable, and reliable job access during non-traditional business hours. With medical research facilities located in larger cities, specialized treatments can be difficult to receive, especially for those not covered by Medicaid and those who do not have flexible work schedules. The concept of coordination is seen as a positive approach to addressing the barriers and gaps in service. Agency participants have discussed and agreed on this list of needs and have considered strategies to address these identified gaps in services.

Strategies: Identification and Priorities

The third component to the coordinated transportation plan is to identify strategies for addressing the needs, gaps, and overlaps in existing services. The agency coordination meeting held on July 26, 2012 was designed for participants to review a draft of the CAMPO Coordinated Public Transit Human Service Transportation Plan to date and make recommendations for a final draft.

The strategies that were identified to address the needs within the CAMPO area transportation systems are as follows:

1. Improve the understanding or “awareness” of what the transportation service providers do for their clients by health and human service agencies, clients and the public. The idea could be an Educational Marketing concept that would include who the agencies are and what their services entail to give a more detailed summary of transportation options available.

2. Develop better coordination among transportation providers through a mobility management concept to optimize all transportation resources in a community to improve specialized transportation for the elderly, disabled, low-income and others through a range of activities.
3. Develop and maintain a directory of human service agencies and transportation providers, which will include federal, state, and local Government contacts, that incorporates transportation into their activities. Include services, transportation capabilities and resources.

Agency representatives commented that these strategies are appropriate based on the discussions regarding needs and gaps in services. Participants also recommended that continued meetings happen on an annual basis for agencies to update each other on transportation issues and service developments but are relying on other resources to make this possible.

Prioritization of Strategies

The fourth component of a coordinated plan is to prioritize the strategies for funding and implementation. Agency representatives were asked to prioritize the strategies based on time, resources, and feasibility. The following is the prioritized strategies based on participants' response at the meeting held on July 26, 2012.

1. Improve the understanding or "awareness" of what the transportation service providers do for their clients by health and human service agencies, clients and the public. The idea could be an Educational Marketing concept that would include who the agencies are and what their services entail to give a more detailed summary of transportation options available.
2. Develop better coordination among transportation providers through a mobility management concept to optimize all transportation resources in a community to improve specialized transportation for the elderly, disabled, low-income and others through a range of activities.
3. Develop and maintain a directory of human service agencies and transportation providers, which will include federal, state, and local Government contacts, that incorporates transportation into their activities. Include services, transportation capabilities and resources. (being maintained by CAMPO)

Recommendations for Continued Coordination

Coordination plays a significant role in the function and purpose of CAMPO. It also is heavily emphasized in associated activities at the state, federal and local levels of transportation planning. As the regional organization responsible for comprehensive transportation planning and programming in urbanized areas, CAMPO will continue to support the coordination and cooperation concepts as contained in this plan.

CAMPO will include continuing coordination and planning as described by the Coordinated Public Transit Human Service Transportation Plan through inclusion of coordinated human services transportation planning in the three documents that CAMPO is required to produce; the Unified Planning Work Program, the Transportation Improvement Program, and the Metropolitan Transportation Plan.

As part of the increasing work program for CAMPO, staff will develop and maintain directories for Federal State and local government contacts and a directory of human service agencies and transportation providers that incorporates transportation into their activities.

CAMPO will also support utilization of funding under FTA Sections 5310, 5316, and 5317 through projects derived from the strategies of this Coordinated Plan.

Public Outreach/Public Participation

A public meeting was arranged to solicit input from the target demographics. The public outreach was held at the City of Jefferson Boone Bancroft Large Conference Room. An agenda was issued and distributed by postal and e-mail addresses. Invitations were sent to the agencies that responded to the agency survey to be distributed among the staff members interested as well as to the transportation providers.

Public input was conducted for public participation and solicited regarding our guidelines for feedback and information sharing regarding the Coordinated Transportation Plan. Participating agencies will be updated periodically in an additional effort to distribute information to the populations the Coordinated Plan targets.

The draft plan was presented to the CAMPO Board of Directors for their review, and discussion. Provider and client agencies as well as the public were notified that CAMPO was seeking additional comments and recommendations. No comments were received during the minimum 25 day public comment period, prior to adoption of the plan.

Appendix 1: Survey

1a: Survey Respondents

To identify agency background, functions, concerns, and needs, 25 phone calls were made and 67 surveys were sent out via post mail on June 18 through June 21, 2012 with a request that the surveys be returned by July 3, 2012. Thirty-nine responses were received, giving a return rate of almost 42%. The agencies listed below replied to our survey providing the following data.

Organizations

- Algoa Correctional Center
- American Cancer Society
- Bridgeway Residential Care
- Capital City Area Council for Special Services: Special Learning Center
- Capital Projects
- Carrco LLC
- Central Missouri Area Agency on Aging- Callaway County
- Central Missouri Area Agency on Aging- Cole County
- Central Missouri Community Action- Callaway County Family Resources
- Central Missouri Community Action- Jefferson City Community Service
- Central Missouri Community Action- Jefferson City Career Center
- Checker Cab
- Cole County Residential Service
- Dept. of Mental Health: Alcohol & Drug Abuse
- Firley YMCA
- First Student Transportation
- Jefferson City Housing Authority
- Jefferson City Manor Care Center
- Jefferson City Nursing & Rehabilitation Center
- JEFFTRAN
- Liberty Senior Citizens Home Inc.
- Maplewood Residential Center
- Missouri Dept. of Corrections/ Probation & Parole
- Missouri Dept. of Health & Senior Services
- Missouri Dept. Of Social Services: Children's Division
- Missouri Hospice
- Missouri Planning Council for Developmentally Disabled
- Missouri Veterans Commission
- MoHealthNet
- Missouri Division of Vocational Rehabilitation
- New Horizons
- Oats Inc.
- Preferred Family Healthcare
- Presbyterian Manor of Fulton
- Rape and Abuse Crisis Service
- ResCare HomeCare
- Riverview Nursing Center
- Salvation Army Center of Hope
- SERVE Inc.
- State of Missouri Rehabilitation Services To the Blind
- United Cerebral Palsy Heartland
- Villa Marie-A Stone Bridge Community

1b: Survey Results

1. Which of the following best describes your agency?

<i>Agency Description</i>	<i>Number of agencies</i>	<i>Percentage of Agencies</i>
Private, not-for profit agencies	20	48%
State or Federal agencies	10	24%
Public	2	5%
Private for-profit agency	9	21%
Other-(Municipal Corporation)	1	2%

2. Please identify your affiliation:

<i>Agency Affiliation</i>	<i>Number of agencies</i>	<i>Percentage of Agencies</i>
Human service agencies with consumers in need of transportation service	25	52%
Advocacy Organization	2	4%
State associations representing a human service agency	1	2%
Human service transportation provider agencies	5	10%
Foundation	0	0%
Public transportation provider	4	8%
Local government agency	0	0%
Other - Includes an Adult Day Service, Hospice Association, 2 long term care facilities, Public Transit funder, 3 LTC Nursing Homes, an emergency shelter, an agency overseer	11	23%

3. Which of the following populations do you represent/serve?

<i>Populations represented/served</i>	<i>Number of agencies</i>	<i>Percentage of Agencies</i>
Elderly	24	22%
Disabled	28	27%
Low-income	21	20%
Youth	9	9%
Veterans	5	5%
Seeking housing	1	1%
General Public	8	8%
Penal or parolees	1	1%
Pursuing Counseling/substance abuse	1	1%
Seeking Employment/Education	2	2%
Pursuing transportation	1	1%
All	1	1%
Other – Including any cancer patient	1	1%

4. Does your agency charge a fare for providing services?

Yes	7
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5. Which of the following best describes how your agency provides transportation services for your clients?

<i>Transportation Service Provided</i>	<i>Number of agencies</i>	<i>Percentage of Agencies</i>
Operate transportation system with own vehicles	20	44%
Purchase third party transportation services from other provider	7	16%
Provide contract transportation services for other agencies	2	4%
Reimburse clients for transportation services provided by others	6	13%
Coordinate volunteers who provide services with private vehicles	3	7%
Administer Programs		0%
Other - Includes funder, those who don't provide, referrals, OATS, Handiwheels, and those who help their specific residential only	7	16%

6. Does your agency coordinate with any other transportation providers? Coordination does not have to happen by contract.

Yes	19
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7. What type(s) of vehicle does your agency use to provide transportation service?

<i>Vehicle Types</i>	<i>Number of agencies</i>	<i>Percentage of Agencies</i>
Van	10	18%
Specially- Equipped Vehicle	14	25%
Bus	5	9%
Automobile	8	14%
Other - Taxi	3	5%
Not Applicable	16	29%

8. Which of the following activities is your agency now responsible for that may benefit from improved coordination?

<i>Possible Benefits with Coordination</i>	<i>Number of agencies</i>	<i>Percentage of Agencies</i>
Coordinating use of vehicles/vehicle scheduling	5	14%
Shared responsibility for vehicle maintenance	1	3%
Centralized dispatching	3	8%
Identifying/pursuing opportunities for funding	11	31%
Shared use of office space or garage facilities	1	3%
Shared operations/general planning	2	6%
Agency would not benefit	4	11%
Other - Includes childcare services health & wellness being services, and N/A	9	26%

The following is an overview of the needs as voiced by agencies.

- Additional vehicles/replacement/more specially equipped vehicles (8 responses)
- Providing funding and access to those that don't have transportation (6 responses)
- More and reliable drivers that show up on time (2 responses)
- Bus service, or free van to shopping area, doctors, etc. (1 response)
- Funding for clients-that can't afford transportation (1 response)
- Need bus tickets (1 response)
- Feeder routes (1 response)

The following are the needs of clients from the agencies' perspective. One response of each was received.

- Employment support for additional open hours
- Public transportation outside City of Jefferson limits on a daily basis/evening and weekend access
- More Public Transportation in Callaway County
- Medical and Psychiatric service
- Token system for indigent clients
- More convenient bus stops for low-income
- Services to Jeff City from rural areas
- Less confusing routes for JEFFTRAN

Appendix 2: Abbreviations and Acronyms Used:

Coordinated Plan - Coordinated Public Transit Human Services Transportation Plan

CAMPO – Capital Area Metropolitan Planning Organization

COG – Council of Government

FFY – Federal Fiscal Year

FTA – Federal Transit Administration

USDOT – United States Dept. of Transportation

JARC – Job Access & Reverse Commute

MoDOT – Missouri Dept. of Transportation,

MPO – Metropolitan Planning Organization,

RPC – Regional Planning Commission,

SAFETEA-LU-Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users

NEMT – Non-Emergency Medical Transportation

Appendix 3: Definitions⁵

Brokerage (also referred to as Transportation Brokerage) means any entity that takes trip requests and distributes the trips to more than one service provider.

Brokerages come in all sizes, with different functions and levels of responsibility. Some brokerages are statewide (either for-profit or state operated); others are regional or “community based” (including many transit agencies). The regional and community-based broker is typically in charge of all aspects of the local program, including trip and client eligibility verification, trip assignment, scheduling, billing, and monitoring.

Missouri is one of three states among those surveyed for the TCRP Synthesis 65 study that used a single statewide broker.⁶

Chief Executive Officer of a State means the Governor of any of the 50 States or Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the U.S. Virgin Islands, the Mayor of the District of Columbia, or his/her designee.

Complementary Paratransit is a requirement of ADA— each transit system that operates fixed-route service must operate paratransit within three-quarters of a mile of the fixed route. There are no restrictions on the use of this service other than an eligibility requirement.

Elderly Individual includes, at a minimum, all persons 65 years of age or older. Grantees may use a definition that extends eligibility for service to younger (e.g., 62 and older, 60 and over) persons.

Fixed-route service is typically found in most cities and employs buses following a designated route according to a timetable. Passengers come to the bus stop to wait for the bus. Virtually all fixed-route buses are wheelchair accessible.

Human Service Transportation means transportation services provided by or on behalf of a human service agency to provide access to agency services and/or to meet the basic, day-to-day mobility needs of transportation-disadvantaged populations, especially individuals with disabilities, older adults, and people with low incomes.

Individual With a Disability means an individual who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including an individual who is a wheelchair user or has semi-ambulatory capability), cannot use effectively, without special facilities, planning, or design, public transportation service or a public transportation facility. 49 U.S.C. 5302(a)(5).

Job Access and Reverse Commute Program (JARC) means the FTA formula grant program for projects relating to the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment, and for public transportation projects designed to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities. 49 U.S.C. 5316.

Medicaid - Medicaid is a large funding resource for transportation across the country. In rural areas, NEMT funding is often greater than public transit funds and virtually dwarfs other human service transportation programs in terms of funding and priorities. Any coordination effort that does not include Medicaid risks omitting the largest participant.

Mobility Management consists of short-range planning and management activities and projects for improving coordination among public transportation and other transportation-service providers carried out by a recipient or subrecipient through an agreement entered into with a person, including a government entity, under 49 U.S.C. Chapter 53 (other than Section 5309). Mobility management does not include operating public transportation services.

NEMT stands for Non-Emergency Medical Transportation, which is part of Title XIX of the Social Security Act (Medicaid). The program itself is state run, with each state determining its approach to NEMT. (see brokerage)

New Freedom Program means the FTA formula grant program for new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act of 1990 (ADA) (42

⁵ Definitions from US Department of Transportation. *FTA Circular* May 2007

⁶ TCRP SYNTHESIS 65. Transit Agency Participation in Medicaid Transportation Programs. A Synthesis of Transit Practice. CONSULTANTS – KENNETH I. HOSEN and ELISABETH FETTING–KFH Group, Inc. 2006 Transportation Research Board

U.S.C.12101 et seq.) that assist individuals with disabilities with transportation, including transportation to and from jobs and employment support services. 49 U.S.C. 5317.

Non-profit Organization means a corporation or association determined by the Secretary of the Treasury to be an organization described by 26 U.S.C. 501(c) which is exempt from taxation under 26 U.S.C. 501(a) or one which has been determined under State law to be non-profit and for which the designated State agency has received documentation certifying the status of the non-profit organization.

Other than Urbanized (Non-urbanized) Area means any area outside of an urbanized area. The term "non-urbanized area" includes rural areas and urban areas under 50,000 in population not included in an urbanized area.

Paratransit means comparable transportation service required by the American Disabilities Act (ADA) for individuals with disabilities who are unable to use fixed route transportation systems.

Pre-award Authority means authority given under specific and limited circumstances to incur costs for eligible projects before a grant is made without prejudice to possible Federal participation in the cost of the project(s). Applicants must comply with all Federal requirements. Failure to do so will render a project ineligible for FTA financial assistance.

Program of Projects means a list of projects to be funded in a grant application submitted to FTA by a State. The Program of Projects (POP) lists the sub-recipients and indicates whether they are private non-profit agencies or local governmental authorities, designates the areas served (including rural areas), and identifies any tribal entities.

Public Transit means Passenger transportation services, usually local in scope that is available to any person who pays a prescribed fare. It operates on established schedules along designated route or lines with specific stops and is designed to move relatively large numbers of people at one time.

Public Transit Agencies means a public entity responsible for administering and managing transit activities and services. Public transit agencies can directly operate transit service or contract out for all or part of the total transit service provided.

Public Transit System means an organization that provides transportation services owned, operated, or subsidized by any municipality, county, regional authority, state, or other governmental agency, including those operated or managed by a private management firm under contract to the government agency owner.

Public Transportation means transportation by bus, rail, or other conveyance, either publicly or privately owned, which provides to the public general or special service on a regular and continuing basis. Also known as "mass transportation", "mass transit" and "transit."

Purchased Transportation means transportation service purchased by a public agency from a public or private provider on the basis of a written contract.

Recipient means a State agency designated by the chief executive officer of a State to receive funds apportioned by formula to the States under Section 5310(b)(1), or a local government authority when Federal Highway Administration (FHWA) funds are flexed to Section 5310 to support services for individuals with disabilities.

Sub-recipient means a private non-profit organization, if the public transportation service provided is unavailable, insufficient, or inappropriate; or a governmental authority that is approved by the State to coordinate services for elderly individuals and individuals with disabilities or certifies that there are not any non-profit organizations readily available in the area to provide the services.

Transportation Clearinghouse means a central agency for the collection, classification, and distribution of transportation information. It is an informal channel for distributing information such as fares, schedules, gas prices, contact numbers... etc.

Urbanized Area means an area encompassing a population of not less than 50,000 people that has been defined and designated in the most recent decennial census as an "urbanized area" by the Secretary of Commerce. Small urbanized areas as used in the context of FTA formula grant programs are urbanized areas with a population of at least 50,000 but less than 200,000.

Appendix 4: Affected Programs

Elderly Individuals and Individuals with Disabilities (FTA Section 5310) Program

The goal: Improve mobility of the elderly and disabled individuals in urbanized, small urban and rural areas. This program provides funds to projects that meet the special transportation needs of these populations. Such projects must be developed through coordinated transportation plans.

The target population: Elderly individuals include, at a minimum, all persons 65 years of age or older. The second target population is Individuals with disabilities. According to 49 U.S.C. 5302(a)(5), this means an individual who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including an individual who is a wheelchair user or has semi-ambulatory capability), cannot use effectively, without special facilities, planning, or design, public transportation service or a public transportation facility.

The funds: Funds for the FTA Section 5310 program are available for capital expenses as defined in Section 5302(a)(1) to support the provision of transportation services to meet the special needs of elderly persons and persons with disabilities. These funds are distributed using a formula based on the amount of elderly persons and persons with disabilities in each state. For eligible capital projects, the Federal share of costs may not exceed 80% of the net cost of the activity, with a local share of no less than 20%. Up to 10% of the apportionment may be used to support program administrative costs, and these funds require no local match.

Eligible sub recipients are private non-profit organizations, Governmental authorities that certify to the chief executive officer of a State that no non-profit corporations or associations are readily available in an area to provide the service, and governmental authorities approved by the State to coordinate services for elderly individuals and individuals with disabilities.

Eligible activities: including, but not limited to:

1. Purchase of:
 - a. buses
 - b. vans
 - c. radios and communication equipment
 - d. vehicle shelters
 - e. wheelchair lifts and restraints
 - f. vehicle rehabilitation; manufacture, or overhaul, or preventive maintenance, as defined in the National Transit Database (NTD)
 - g. extended warranties which do not exceed the industry standard
 - h. computer hardware and software
 - i. initial component installation costs
 - j. vehicle procurement, testing, inspection, and acceptance costs
 - k. lease of equipment when lease is more cost effective than purchase. (State must establish criteria for determining cost effectiveness in accordance with FTA regulations.)
2. Acquisition of transportation services under a contract, lease, or other arrangement. (Subject to eligibility determined by MoDOT.)
3. The introduction of new technology, through innovative and improved products, into public transportation
4. Transit related intelligent transportation systems (ITS)
5. Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management activities may include:
 - a. The promotion, enhancement, and facilitation of access to transportation services
 - b. Support for short term management activities to plan and implement coordinated services
 - c. The support of State and local coordination policy bodies and councils
 - d. The operation of transportation brokerages to coordinate providers, funding agencies and customers
 - e. The provision of coordination services
 - f. The development and operation of one-stop transportation traveler call centers
 - g. Operational planning for the acquisition of intelligent transportation technologies

Application Process: Applicants must submit their requests to the MPO. Based on selection criteria, the MPO will review and select projects for approval and forward this review along with the application to MoDOT.

Selection Criteria: Pending Mileage (max 25 pts), Number of trips per month (max 25 pts), Types of trips (max 25 pts), Hours of service (0-10 pts).

Section 5310 of Chapter 53, Title 49, U.S.C. Federal Transit Administration

Section 5310 funds provide capital assistance for non-profit organizations that provide service to the elderly or persons with disabilities. Missouri receives an annual statewide allocation of federal assistance to purchase vehicles, primarily vans. Capital assistance is funded at a maximum 80 percent federal and minimum 20 percent local share match.

MoDOT sub-allocates this allocation to outstate and to urbanized areas of Columbia, City of Jefferson, Joplin, Kansas City, Springfield, St. Joseph, St. Louis based on their respective elderly and disabled persons populations. Each of the urbanized areas has established their own project evaluation criteria.

Non-urbanized funds are programmed directly by the department on the basis of trips provided by the recipient organizations with extra weight given to medical, nutrition and other necessary trips. Replacement vehicles are given a priority over expansion vehicles.

Financial capability to provide the local match and operate the vehicles must be demonstrated.

Job Access and Reverse Commute (FTA Section 5316) Program

The goal: The JARC program has two goals. First, to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals. The second goal is to transport residents of urbanized and non-urbanized areas to employment opportunities in suburban areas.

The target population: The target population for job access is low-income individuals and the reverse commute target population is those who live in urbanized and non-urbanized area who are employed or seeking employment in suburban areas regardless of income.

The funds: Of the total JARC funds available, FTA apportions 60 percent among designated recipients in large urbanized areas; 20 percent to the States for small urbanized areas; and 20 percent to the States for rural and small urban areas under 50,000 in population. The apportioning formula is based on the ratio that the number of eligible low-income and welfare recipients in each such area bears to the number of eligible low-income and welfare recipients in all such areas.

Eligible subrecipients are private non-profits organizations, state or local govt. authority, and operators of public transportation services, including private operators of public transportation services.

Eligible activities: may include, but are not limited to capital, planning, and operating assistance to support activities such as:

1. Late-night and weekend service
2. Guaranteed ride home service
3. Shuttle service
4. Expanding fixed-route public transit routes
5. Demand-responsive van service
6. Ridesharing and carpooling activities
7. Transit-related aspects of bicycling
8. Local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides
9. Promotion, through marketing efforts, of the:
 - a. Use of transit by workers with non-traditional work schedules
 - b. Use of transit voucher programs by appropriate agencies for welfare recipients and other low-income individuals
 - c. Development of employer-provided transportation such as shuttles, ridesharing, carpooling
 - d. Use of transit pass programs and benefits under Section 132 of the Internal Revenue Code of 1986
10. Supporting the administration and expenses related to voucher programs
11. Acquiring Geographic Information System (GIS) tools
12. Implementing Intelligent Transportation Systems (ITS)
13. Integrating automated regional public transit and human service transportation information, scheduling and dispatch functions

14. Deploying vehicle position-monitoring systems
15. Subsidizing the costs associated with adding reverse commute bus, train, carpool van routes or service from urbanized areas and nonurbanized areas to suburban work places
16. Subsidizing the purchase or lease by a non-profit organization or public agency of a van or bus dedicated to shuttling employees from their residences to a suburban workplace
17. Otherwise facilitating the provision of public transportation services to suburban employment opportunities
18. Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management activities may include:
 - a. The promotion, enhancement, and facilitation of access to transportation services
 - b. Support for short-term management activities to plan and implement coordinated services
 - c. The support of State and local coordination policy bodies and councils
 - d. The operation of transportation brokerages to coordinate providers, funding agencies and customers
 - e. The provision of coordination services
 - f. The development and operation of one-stop transportation traveler call centers
 - g. Operational planning for the acquisition of intelligent transportation technologies

Application Process: Applicant must submit application to MoDOT to undergo a competitive application process. Please review the Handbook on Applications for Assistance before submitting an application. This handbook and JARC applications can be found on MoDOT's website.

Job Access and Reverse Commute, Section 5316 of the Transportation Equity Act for the 21st Century

The JARC grant program provides operating and capital assistance to entities that provide transportation to persons who are transitioning from welfare-to-work and other low income persons. The grant program is available statewide; MoDOT administers the grants for projects in the non-urbanized areas. A non-urbanized area is an area outside a city of 50,000 or more inhabitants and its densely settled fringe areas.

Recipients may provide transportation not only to employment but also to employment related activities such as training, job search, and interviews. Transportation for children to childcare is also an eligible activity. JARC funding is intended to provide funds for new and expanded services, not to replace funding for service already in place.

Eligible recipients for JARC program funds include public entities and private not-for-profit corporations. Private for-profit providers of service are eligible through purchase of service agreements with a local public body for the provision of public transportation services.

Capital projects are funded 50 percent federal and 50 percent local. Operating assistance projects may receive up to 50 percent of their net loss from the federal grant. Matching funds may come from local and state funds, or any federal source except other FTA funds.

New Freedom (FTA Section 5317) Program

The goal: The New Freedom program is to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities seeking employment and to be active participants in society. These efforts must go beyond the requirements of the ADA of 1990.

The target population: An individual with a disability means an individual who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including an individual who is a wheelchair user or has semi-ambulatory capability), cannot use effectively, without special facilities, planning, or design, public transportation service or a public transportation facility. 49 U.S.C. 5302(a)(5). This program targets individuals with disabilities with accessing transportation to and from employment as well as employment support services, (child care, training etc).

The funds: Of the total New Freedom funds available, FTA apportions 60 percent among designated recipients in large urbanized areas; 20 percent to the States for small urbanized areas; and 20 percent to the States for rural and small urban areas under 50,000 in population. The apportioning formula is based on the ratio that the number of individuals with disabilities in each such area bears to the number of individuals with disabilities in all such areas.

Eligible subrecipients: Private non-profit, state or local government authority, operators of public transportation services

including private operators of public transportation services.

Eligible activities: The following activities are examples of eligible projects meeting the definition of new public transportation:

1. Enhancing paratransit beyond minimum requirements of the ADA.
 - a. Expansion of paratransit service parameters beyond the three-fourths mile required by the ADA
 - b. Expansion of current hours of operation for ADA paratransit services that are beyond those provided on the fixed-route services
 - c. The incremental cost of providing same day service
 - d. The incremental cost of making door-to-door service available to all eligible ADA paratransit riders, but not as a reasonable modification for individual riders in an otherwise curb-to-curb system
 - e. Enhancement of the level of service by providing escorts or assisting riders through the door of their destination
 - f. Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA and labor costs of aides to help drivers assist passengers with over-sized wheelchairs
 - g. Installation of additional securement locations in public buses beyond what is required by the ADA.
2. Feeder services
3. Making accessibility improvements to transit and intermodal stations not designated as key stations. This may include:
 - a. Building an accessible path to a bus stop that is currently inaccessible, including curbcuts, sidewalks, and accessible pedestrian signals or other accessible features
 - b. Adding an elevator or ramps, detectable warnings, or other accessibility improvements to a non-key station that are not otherwise required under the ADA
 - c. Improving signage, or way-finding technology
 - d. Implementation of other technology improvements
4. Travel training
5. New Public Transportation Alternatives beyond the ADA. The following activities are examples:
 - a. Purchasing vehicles to support new accessible taxi, ride sharing, and/or vanpooling programs.
 - b. Supporting the administration and expenses related to new voucher programs
 - c. Supporting new volunteer driver and aide programs.
 - d. Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.
 - a. Mobility management activities may include:
 - i. The promotion, enhancement, and facilitation of access to transportation services
 - ii. Support for short term management activities
 - iii. The support of State and local coordination policy bodies and councils
 - iv. The operation of transportation brokerages to coordinate providers, funding agencies and customers
 - v. The provision of coordination services
 - vi. The development and operation of one-stop transportation traveler call centers
 - vii. Operational planning for the acquisition of intelligent transportation technologies

Application Process: Applicant must submit application to MoDOT to undergo a competitive application process. Please review the Handbook on Applications for Assistance before submitting an application. This handbook and a New Freedoms application can be found on MoDOT's website.

Appendix 5: Federal Funding Programs Available from MODOT

Missouri Elderly and Handicapped Transportation Assistance Program

The Missouri Elderly and Handicapped Transportation Assistance Program (MEHTAP) provides state funds to approximately 200 non-profit organizations statewide who offer transportation services to the elderly and/or disabled at below-cost rates. State general revenue funds are divided among grantees taking into account ridership, costs, and alternative services available (208.250 RSMo). Trips weighted by type (medical, essential services, recreation) determine total ridership. Costs are estimated by total vehicle miles operated by each recipient. Weighted trips and vehicle miles are given equal weights in computing a preliminary formula division of funds.

The preliminary formula division is adjusted for alternative services available, local resources, and special client needs. Some discretion is exercised to adjust for inequities stemming from variances between past actual and projected future usage.

Each year, project funding is contingent upon receipt of applications from eligible providers and an appropriation from the state legislature. Federal, local and private matching funds of over \$19,000,000 do not flow through this department.

Section 5303 of Chapter 53, Title 49, U.S.C. Federal Transit Administration

The department administers Federal Transit Administration Section 5303 planning grants for transit planning activities of the seven metropolitan planning areas of East-West Gateway Coordinating Council (St. Louis area), Mid-America Regional Council (Kansas City area), and the cities of Joplin, St. Joseph, Springfield, Columbia and Jefferson City.

Funds are distributed to Metropolitan Planning Organizations on the basis of population from 2000 urbanized area Census data within the State of Missouri.

Section 5307 of Chapter 53, Title 49, U.S.C. Federal Transit Administration

Funds come to Missouri on the basis of a national formula that provides capital assistance to transit systems in urban areas over 200,000 population and both capital assistance and operating assistance to transit systems in small urbanized areas with populations between 50,000 – 200,000. The department allocates these federal funds on behalf of the Governor based on amounts published in the Federal Register to the small urbanized areas of Columbia, Joplin, Jefferson City and St. Joseph on the basis of the same formula. The Federal Transit Administration allocates funds directly to the St. Louis, Kansas City and Springfield urbanized areas.

This Federal assistance does not flow through MoDOT. Federal regulations on the use of capital funds for maintenance have been relaxed. Some traditional operating expenses such as major preventative maintenance are now eligible for capital funding.

Additionally, State transit assistance funds to urbanized area transit providers are a part of the annual appropriation of these general revenue funds with 3% held in Governor's reserve. Mid-year reductions of general revenue based funds may occur depending upon the actual receipt of revenue s by the state. MoDOT does not handle locally derived matching funds.

Section 5309 of Chapter 53, Title 49, U.S.C. Federal Transit Administration

Section 5309 is a national discretionary capital grant program funded from the Mass Transit Account of the Highway Trust Fund. It restricts funds to capital assistance for general public transportation systems and/or systems which provide community-wide assistance to all persons with disabilities. These funds are applicable statewide. Eligible recipients of Section 5309 assistance are public entities and not-for-profit organizations who provide general public transit services. Section 5309 assistance has become the major source of funding transit capital projects throughout the state. Capital purchases are funded at a maximum 80 percent federal share and a minimum 20 percent local share.

Since 1993, (with the exception of 2002) Missouri's Congressional Delegation has been able to "earmark" some portion of Missouri's annual federal appropriation of Section 5309 funds to the State of Missouri. MoDOT administers funding from the statewide appropriation. Section 5309 funds administered by MoDOT typically assist grantees that usually do not receive these funds directly, such as non-urban transit systems and not-for-profit transit providers.

First priority of MoDOT administered Section 5309 funds is given to vehicle purchases, second to vehicle maintenance equipment and facilities and third to auxiliary equipment.

Within the vehicle category, first priority is given to replacement vehicles that have met federal standards for useful life. Vehicles to expand service are the second priority.

Availability of local matching funds and sufficient funds to operate vehicles over their useful life must be demonstrated prior to award.

Section 5311 of Chapter 53, Title 49, U.S.C. Federal Transit Administration

Section 5311 provides capital, operating and planning assistance to public transportation systems in non-urbanized areas. A non-urbanized area is an area outside a city of 50,000 or more inhabitants and its densely settled fringe areas. Section 5311 projects include planning and technical studies, system design, capital acquisition, and assistance in defraying operating losses.

Eligible recipients of Section 5311 assistance include public bodies, private not-for-profit corporations and operators of service that provide general public transportation services.

Private for-profit providers of service are eligible through purchase of service agreements with a local public body for the provision of public transportation services.

Planning, training and related technical studies are currently funded entirely with federal funds. Capital projects are funded 80 percent federal and 20 percent local. Operating assistance projects may receive up to 50 percent of their net loss from the federal grant.

MoDOT administers these Sec. 5311 federal funds for eligible transit program costs.

Additionally, State transit assistance funds to non-urbanized area transit providers are annually appropriated with 3% held in Governor's reserve. Mid-year reductions of general revenue based funds may occur depending upon the actual receipt of revenues by the state. Changes in individual contract amounts up to 10% may be made as circumstances warrant. MoDOT does not handle local matching funds.

Section 5311 (b) of Chapter 53, Title 49, U.S.C. Federal Transit Administration

The department administers the Federal Transit Administration Section 5311 (b) Rural Transit Assistance Program for the development and implementation of training, technical assistance and other support services for use by local transit providers in nonurbanized areas.

FTA allocates RTAP funds to each state based on an administrative formula. FTA first allocates \$65,000 to each state and then distributes the balance of the annual funding according to the non-urbanized population of each state.

Section 5313 of Chapter 53, Title 49, U.S.C. Federal Transit Administration

The department administers Federal Transit Administration (FTA) state-wide transit planning and other technical assistance activities grants which can be used for planning support for non-urbanized areas, research, development and demonstration projects, and fellowships for training in the public transportation field, university research and human resource development.

Funds are allocated to the department by FTA on the basis of the latest census information and the state's urbanized area as compared to the urbanized area of all states.

For these planning and technical assistance activities, the maximum Federal share is 80 percent and the minimum local non-federal share is 20 percent.

Appendix 6: Inventory of Agencies with Vehicles

Organization	Type	Population Served	Van/ Bus	Specially Equipped Vehicles	Auto
Algoa Correctional Center	State Agency	Penal		X	
Bridgeway Residential Care Facility	Private for Profit	Elderly, Disabled	X		
Capital Area Council for Special Services: Special Learning Center	Private not for Profit	Youth		X	
Carrco LLC EMT	Private for Profit	All		X	
Checker Cab	Private for Profit	General Public		X	X
Cole County Residential Services	Private not for Profit	Disabled	X	X	X
Firley YMCA	Private not for Profit	Elderly, Disabled, Low-Income, Youth, General public	X		
Fulton Presbyterian Manor	Private not for Profit	Elderly, Disabled	X		
Jefferson City Housing Authority	Municipal Corporation	Elderly, Disabled		X	
Jefferson City Nursing and Rehabilitation Center	Private for Profit	Elderly, Disabled		X	
Maplewood Residential Center	Private for Profit	Elderly, Disabled, Low-Income			X
Missouri Department of: Health and Senior Services	State Agency		X		
MoHealthNet	State Agency	Elderly, Disabled, Low-Income	X	X	X
New Horizons	Private not for Profit	Disabled	X		
OATS Inc.	Private not for Profit	All	X	X	X
Preferred Family Health Care	Private not for Profit	Counseling Clients	X		
ResCare HomeCare	Public/Private for Profit	Elderly, Disabled, Low-Income, Veterans, Youth			X
Riverview Nursing Center	Private for Profit	Elderly, Disabled, Low-Income		X	
Salvation Army Center of Hope	Private not for Profit	Elderly, Disabled		X	
SERVE	Private not for Profit	Elderly, Disabled, Low-Income, & Youth	X	X	
Villa Marie-A Stone Bridge Community	Private for Profit	Elderly, Disabled		X	

Appendix 7: Inventory of Agencies Using Contracts

Organization	Type	Population Served	Contracted Agency	Van/Bus	Specially Equipped Vehicles	Auto
Algoa Correctional Center	State agency	Penal	Other prisons		X	X
Bridgeway Residential Care Facility	Private for profit	Elderly, Disabled	SERVE	X		
Central Missouri Area Agency on Aging –Callaway County	Private not-for profit	Elderly	SERVE, JEFFTRAN	X		X
Central Missouri Area Agency on Aging -Cole County	Private not-for profit	Elderly, Low-income	SERVE, JEFFTRAN	X		X
Central Missouri Community Action-Callaway Family Resources	Private not-for profit	Low income, Unemployed	SERVE			
Cole County Residential Services	Private not-for profit	Disabled	JEFFTRAN, TranZport	X	X	X
Dept. of Corrections/ Probation & Parole	State agency	Penal/Parolee	OATS	X		X
Department of Medical Services	State agency	Elderly, Disabled, Low-income, Youth	JEFFTRAN	X		X
Fulton Presbyterian Manor	Private not for profit	Elderly, Disabled, Veterans	SERVE	X		
Jefferson City Nursing and Rehabilitation Center	Private for profit	Elderly, Disabled	JEFFTRAN		X	
Missouri Department of: Health and Senior Services	State agency	Elderly, Disabled	OATS	X		

Appendix 8: Agencies Providing Contracted Transportation

Organization	Type	Population Served	Agency Contracts	Van/Bus	SEV	Auto	Fare
Checker Cab	Private for profit	General public	Provide contract services w/ local hospitals, etc.		x	x	y
First Student Transportation	Private for profit	Disabled, Low-income, Youth, and General public		x (school bus)	x		
SERVE	Private not-for profit	Elderly, Disabled, Low-income & Youth		x	x		y
Carrco LLC (EMT)	Private for profit	All	Contracts w/ Logisticare/Dept. of Mental Health,etc.		x		y
Firley YMCA	Private not-for profit	Elderly, Disabled, Low-income, Youth, General public	IC Public Schools	x			
OATS Inc.	Private not-for profit	Elderly, Disabled, Low-income, Veterans, Youth, General public, Seeking employment/education	Refer calls to other transit providers	x	x	x	n